SPANISH SERVICE CALLS 11

SPANISH SALES CALLS 13

DALLAS SPANISH SERVICE CALL TYPE 24

DALLAS SPANISH SALES CALL TYPE 22

ALLOCATION GROUP 1000 CALLS

DALLAS ACD 25

SERVICE CALLS BU

DALLAS SERVICE CALL TYPE 20

DALLAS SALES CALL TYPE 18

12

SALES CALLS BU 10

BOSTON ACD

BOSTON SERVICE CALL TYPE 16

BOSTON SALES CALL TYPE 14

AUSTIN SPANISH MU 34

AgentI: SPANISH SERVICE SKILL LEVEL 1

AgentJ: SPANISH SERVICE SKILL LEVEL 1, SPANISH SALES SKILL LEVEL 2, ENGLISH SKILL LEVEL 3

DALLAS ENGLISH SERVICE 10 REQ

DALLAS SPANISH MU

AgentF: SPANISH SERVICE SKILL LEVEL 1

AgentH: SPANISH SERVICE SKILL LEVEL 1, SPANISH SALES SKILL LEVEL 2, ENGLISH SKILL LEVEL 3

SCHEDULING GROUP

DALLAS ENGLISH SERVICE 90 REQ 32

AgentE: SPANISH SALES SKILL LEVEL 1, ENGLISH SALES SKILL LEVEL 2

AgentG: SPANISH SALES SKILL LEVEL 1, SPANISH SERVICE SKILL LEVEL 2, ENGLISH SALES SKILL LEVEL 3

DALLAS ENGLISH MU 30

AgentB: ENGLISH SALES SKILL LEVEL 1

AgentD: ENGLISH SERVICE SKILL Level1, ENGLISH SALES SKILL LEVEL 2

AgentA: ENGLISH SALES SKILL LEVEL 1

AgentC: ENGLISH SALES SKILL Level1, ENGLISH SERVICE SKILL LEVEL 2

29

SCHEDULING GROUP 27

BOSTON SERVICE MU 26 28

BOSTON SALES MU

AgentB: SERVICE SKILL LEVEL 1

AgentD: SERVICE SKILL Level1, SALES SKILL LEVEL 2

AgentA: SALES SKILL LEVEL 1

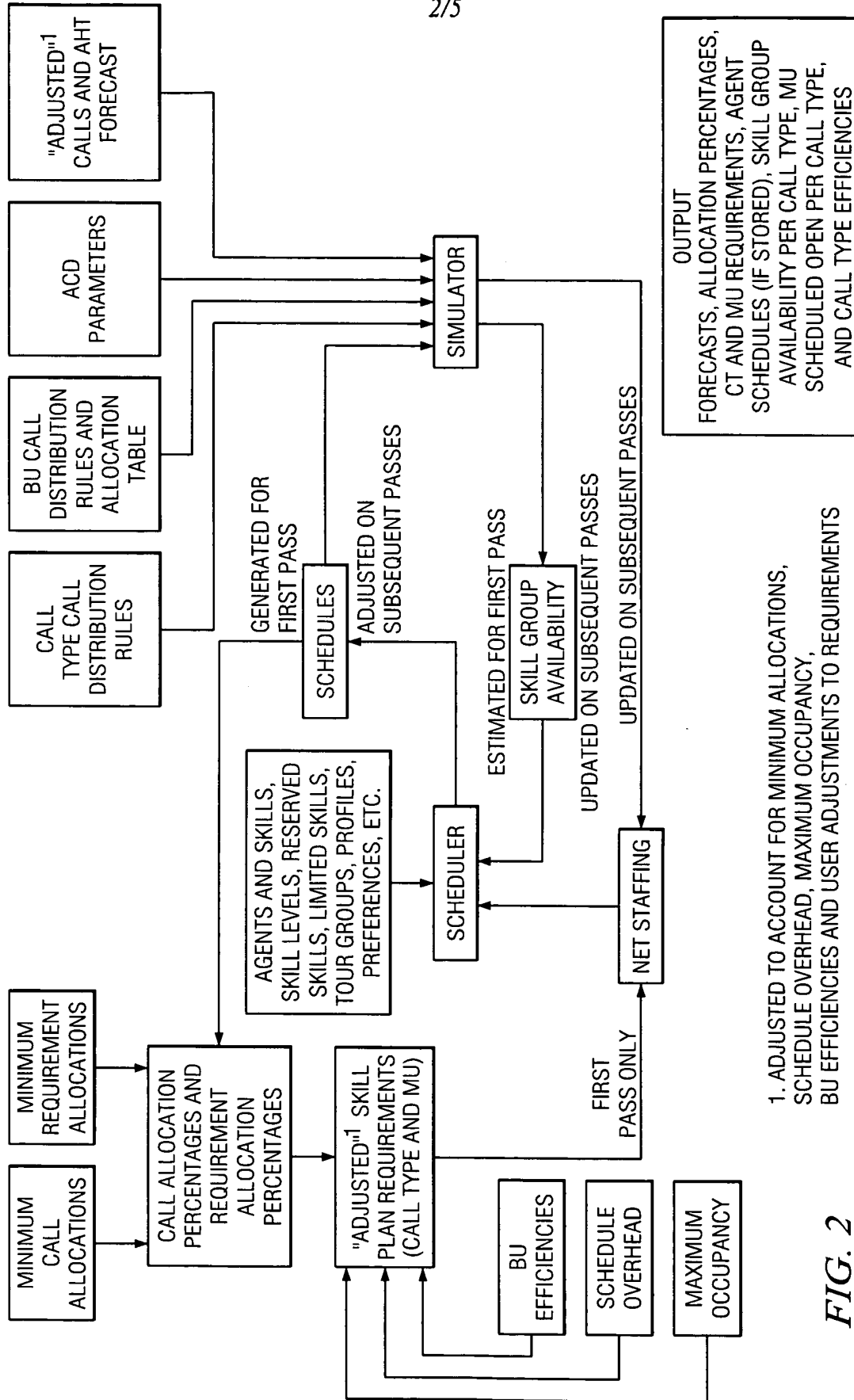AgentC: SALES SKILL Level1, SERVICE SKILL LEVEL 2

FIG. 1

FIG. 2

1. ADJUSTED TO ACCOUNT FOR MINIMUM ALLOCATIONS, SCHEDULE OVERHEAD, MAXIMUM OCCUPANCY, BU EFFICIENCIES AND USER ADJUSTMENTS TO REQUIREMENTS
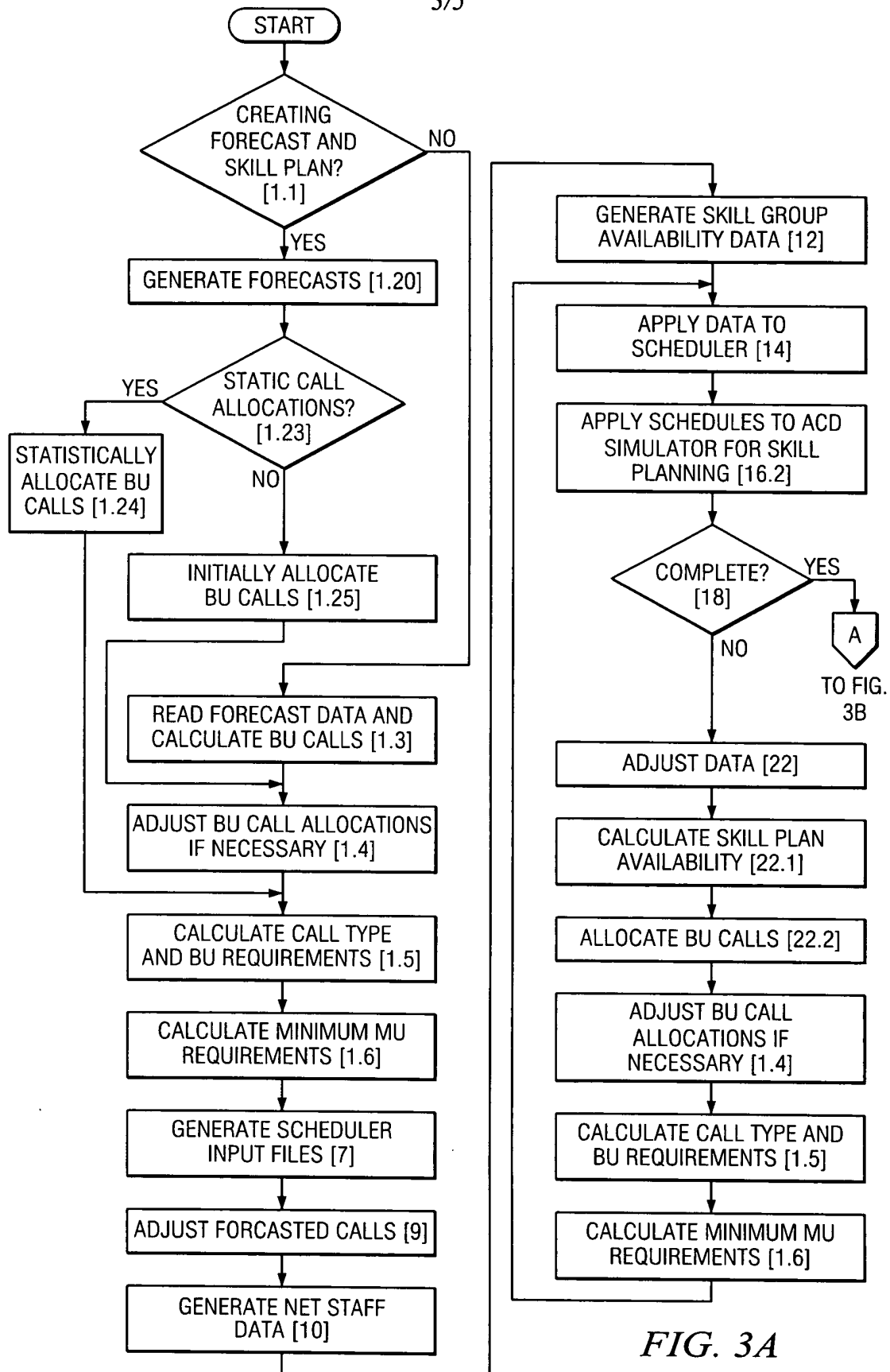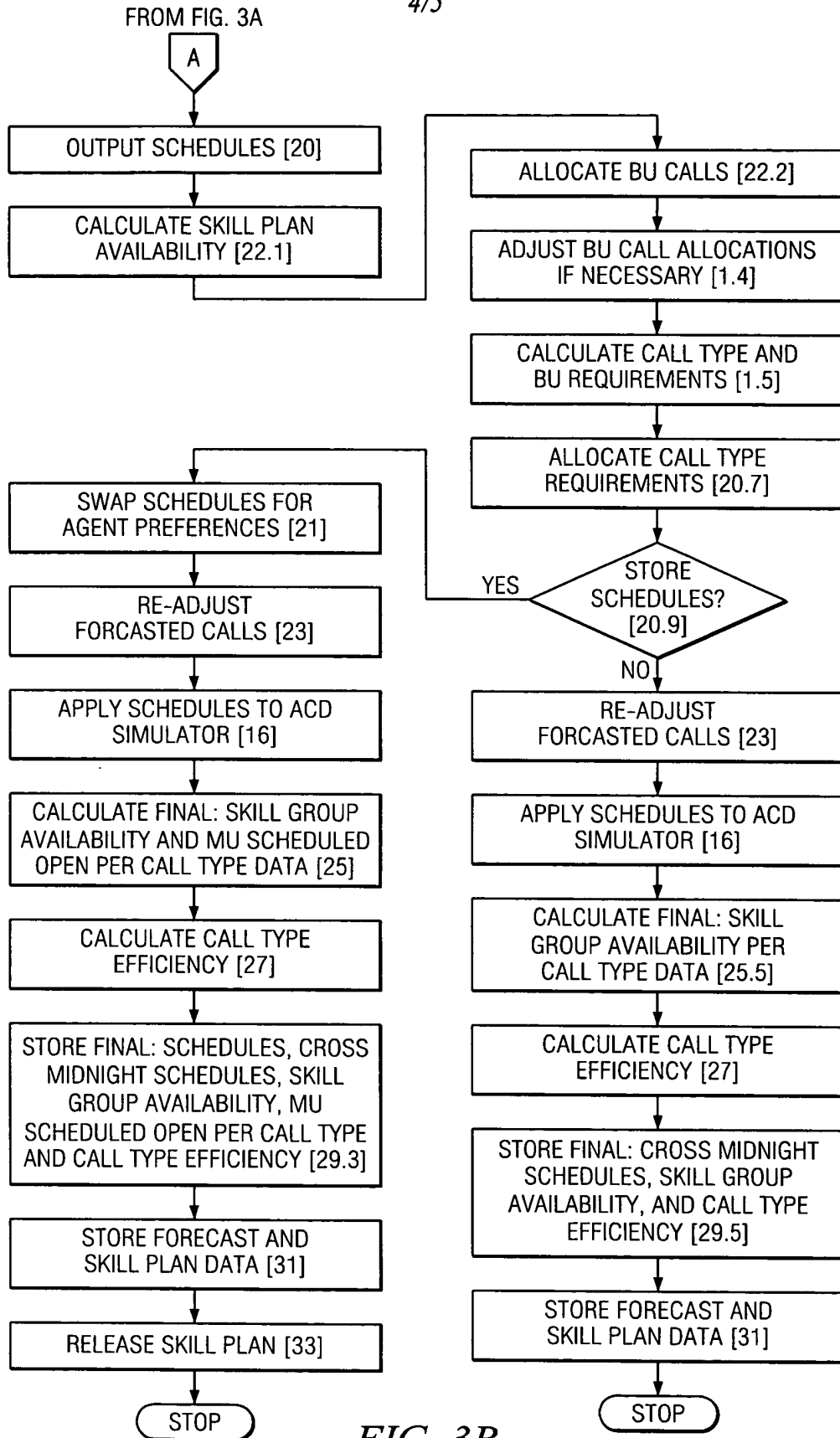
```
                        ┌─────────┐
                        │  START  │
                        └─────────┘
                             │
                             ▼
                    ╱─────────────────╲
                   ╱     CREATING      ╲       NO
                  ╱   FORECAST AND      ╲─────────────────────────────┐
                  ╲   SKILL PLAN?       ╱                             │
                   ╲      [1.1]        ╱                              │
                    ╲─────────────────╱                              ▼
                             │                          ┌───────────────────────────┐
                            YES                         │  GENERATE SKILL GROUP     │
                             ▼                          │  AVAILABILITY DATA [12]   │
                  ┌───────────────────────┐            └───────────────────────────┘
                  │ GENERATE FORECASTS    │                         │
                  │        [1.20]         │                         ▼
                  └───────────────────────┘            ┌───────────────────────────┐
                             │                          │    APPLY DATA TO          │
                             ▼                          │    SCHEDULER [14]         │
       YES        ╱─────────────────╲                  └───────────────────────────┘
    ┌─────────────╱   STATIC CALL    ╲                              │
    │             ╲   ALLOCATIONS?    ╱                             ▼
    │              ╲     [1.23]      ╱                  ┌───────────────────────────┐
    │               ╲───────────────╱                  │  APPLY SCHEDULES TO ACD   │
    ▼                       │                           │  SIMULATOR FOR SKILL      │
┌──────────────┐          NO                           │  PLANNING [16.2]          │
│ STATISTICALLY│           │                           └───────────────────────────┘
│ ALLOCATE BU  │           ▼                                       │
│ CALLS [1.24] │  ┌───────────────────────┐                        ▼
└──────────────┘  │  INITIALLY ALLOCATE   │              ╱─────────────────╲   YES
    │             │  BU CALLS [1.25]      │             ╱    COMPLETE?      ╲──────┐
    │             └───────────────────────┘             ╲      [18]        ╱      │
    │                       │                             ╲───────────────╱       ▼
    │                       ▼                                     │            ┌─────┐
    │             ┌───────────────────────┐                     NO            │  A  │
    │             │ READ FORECAST DATA AND│                      │            └─────┘
    │             │ CALCULATE BU CALLS[1.3]│                     │           TO FIG.
    │             └───────────────────────┘                     │             3B
    │                       │                                    ▼
    │                       ▼                         ┌───────────────────────────┐
    │             ┌───────────────────────┐           │    ADJUST DATA [22]       │
    │             │ ADJUST BU CALL        │           └───────────────────────────┘
    │             │ ALLOCATIONS           │                        │
    │             │ IF NECESSARY [1.4]    │                        ▼
    │             └───────────────────────┘           ┌───────────────────────────┐
    │                       │                          │  CALCULATE SKILL PLAN     │
    └───────────────────────┤                          │  AVAILABILITY [22.1]      │
                            ▼                          └───────────────────────────┘
                  ┌───────────────────────┐                        │
                  │  CALCULATE CALL TYPE  │                        ▼
                  │ AND BU REQUIREMENTS   │            ┌───────────────────────────┐
                  │        [1.5]          │            │  ALLOCATE BU CALLS [22.2] │
                  └───────────────────────┘            └───────────────────────────┘
                            │                                      │
                            ▼                                      ▼
                  ┌───────────────────────┐            ┌───────────────────────────┐
                  │  CALCULATE MINIMUM MU │            │   ADJUST BU CALL          │
                  │  REQUIREMENTS [1.6]   │            │   ALLOCATIONS IF          │
                  └───────────────────────┘            │   NECESSARY [1.4]         │
                            │                          └───────────────────────────┘
                            ▼                                      │
                  ┌───────────────────────┐                       ▼
                  │  GENERATE SCHEDULER   │            ┌───────────────────────────┐
                  │  INPUT FILES [7]      │            │  CALCULATE CALL TYPE AND  │
                  └───────────────────────┘            │  BU REQUIREMENTS [1.5]    │
                            │                          └───────────────────────────┘
                            ▼                                      │
                  ┌───────────────────────┐                       ▼
                  │ ADJUST FORCASTED CALLS│            ┌───────────────────────────┐
                  │        [9]            │            │  CALCULATE MINIMUM MU     │
                  └───────────────────────┘            │  REQUIREMENTS [1.6]       │
                            │                          └───────────────────────────┘
                            ▼
                  ┌───────────────────────┐
                  │  GENERATE NET STAFF   │
                  │  DATA [10]            │
                  └───────────────────────┘
```

FIG. 3A

FROM FIG. 3A

A

OUTPUT SCHEDULES [20]

CALCULATE SKILL PLAN
AVAILABILITY [22.1]

ALLOCATE BU CALLS [22.2]

ADJUST BU CALL ALLOCATIONS
IF NECESSARY [1.4]

CALCULATE CALL TYPE AND
BU REQUIREMENTS [1.5]

ALLOCATE CALL TYPE
REQUIREMENTS [20.7]

STORE
SCHEDULES?
[20.9]

YES

NO

SWAP SCHEDULES FOR
AGENT PREFERENCES [21]

RE-ADJUST
FORCASTED CALLS [23]

RE-ADJUST
FORCASTED CALLS [23]

APPLY SCHEDULES TO ACD
SIMULATOR [16]

APPLY SCHEDULES TO ACD
SIMULATOR [16]

CALCULATE FINAL: SKILL GROUP
AVAILABILITY AND MU SCHEDULED
OPEN PER CALL TYPE DATA [25]

CALCULATE FINAL: SKILL
GROUP AVAILABILITY PER
CALL TYPE DATA [25.5]

CALCULATE CALL TYPE
EFFICIENCY [27]

CALCULATE CALL TYPE
EFFICIENCY [27]

STORE FINAL: SCHEDULES, CROSS
MIDNIGHT SCHEDULES, SKILL
GROUP AVAILABILITY, MU
SCHEDULED OPEN PER CALL TYPE
AND CALL TYPE EFFICIENCY [29.3]

STORE FINAL: CROSS MIDNIGHT
SCHEDULES, SKILL GROUP
AVAILABILITY, AND CALL TYPE
EFFICIENCY [29.5]

STORE FORECAST AND
SKILL PLAN DATA [31]

STORE FORECAST AND
SKILL PLAN DATA [31]

RELEASE SKILL PLAN [33]

STOP

STOP

FIG. 3B

START

GENERATE SCHEDULER
INPUT FILES [7]

ADJUST FORECASTED CALLS [9]

GENERATE NET STAFF DATA [10]

GENERATE SKILL GROUP
AVAILABILITY DATA [12]

APPLY DATA TO SCHEDULER [14]

APPLY SCHEDULES TO ACD
SIMULATOR [16]

COMPLETE?
[18]

YES

NO

ADJUST DATA [22]

FIG. 4

OUTPUT SCHEDULE [20]

SWAP SCHEDULES FOR
AGENT PREFERENCES [21]

RE-ADJUST FORECASTED
CALLS [23]

APPLY SCHEDULES TO
ACD SIMULATOR [16]

CALCULATE FINAL: SKILL GROUP
AVAILABILITY AND MU SCHEDULED
OPEN PER CALL TYPE DATA [25]

CALCULATE CALL TYPE
EFFICIENCY [27]

STORE FINAL: SCHEDULES, SKILL
GROUP AVAILABILITY, MU
SCHEDULED OPEN PER CALL TYPE
AND CALL TYPE EFFICIENCY [29]

STOP